

ProjectWise Web Access

External Consultant/Contractor Instructions



New York State Department of Transportation (NYSDOT)
will upgrade to ProjectWise Web CONNECT Edition in April 2021

1

Bentley IMS Account

REQUIRED

- ◆ You may already have a Bentley IMS
If your organization uses Bentley
Software Applications or the Bentley
CONNECTION Client

Create Bentley IMS
Forgot Password
Troubleshooting Tips

2

NYSDOT ProjectWise Account

REQUIRED

- ◆ If you currently access NYSDOT
projects with ProjectWise Web V8i
then you already have an account.

Account Request
Re-enable Account & Password Resets
NYSDOT ProjectWise Access Policy

3

ProjectWise Web Resources

OPTIONAL

- ◆ Take a closer look. Resources to get
familiar with ProjectWise Web and
NYSDOT Web Connections

ProjectWise Web User Guide
CONNECT Center Overview
Navigating ProjectWise Web
Product Help Documentation

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ProjectWise Web Resource Links

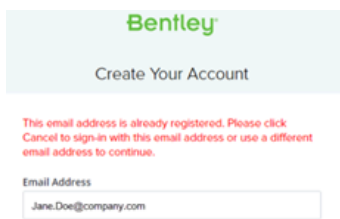
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Bentley IMS Account

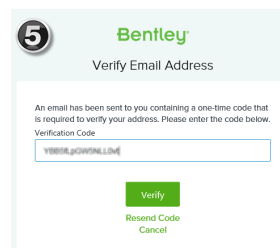
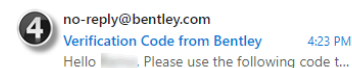
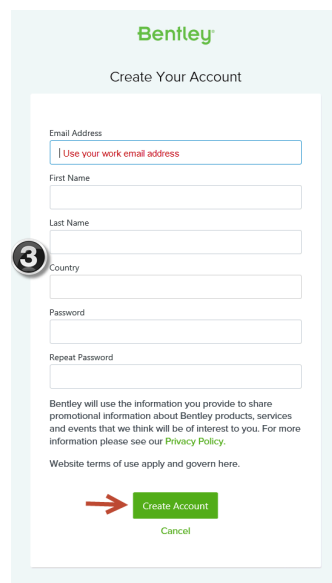
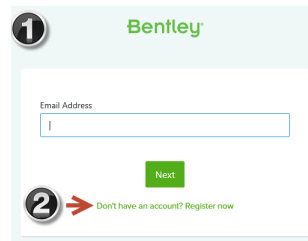
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Register and Create Bentley IMS Account

1. Go to: <https://connect.bentley.com>
Recommend using Google Chrome, Microsoft Edge
2. Click on 'Don't have an account? **Register Now**'
3. Complete the form and click '**Create Account**'
 - * **Be sure to use your work email address**
 - * If you see this message below, this email is already registered... then your account already exists.
Click cancel and skip to forgot password instructions



4. Look for an email from no-reply@bentley.com
5. Enter the code to verify your email
6. Sign In



About Bentley IMS Accounts

What is this account for?

◆ Enables use of Bentley Cloud Services site and provisions each registered user's CONNECT Center portal, which is the launch point into NYSDOT projects using ProjectWise Web.

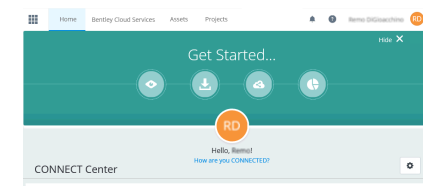
Required for Web access

◆ Use of ProjectWise Web now requires a Bentley IMS Account. If you don't already have an account through your organization, each Consultant/Contractor must register and create a Bentley IMS Account to login to CONNECT Center.

7. Agree to terms of service and click I accept



You have successfully logged into your CONNECT Center portal with your Bentley IMS credentials



Bentley IMS Account

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Forgot Password

1. Enter your work email address and click '**Next**'
2. Click on '**Forgot password**'
3. On the Account recovery screen enter email address and click '**Send Request**' button.
4. You receive an email from no-reply@bentley.com with a security code
5. Enter the security code and click '**Validate**'.
6. In the next screen enter new password and click '**Reset**' button
7. Password reset is now complete and you can go to the Sign In page by clicking on the '**Continue**' button.
8. You will receive an email from no-reply@bentley.com confirming that your password has been reset.

1 Bentley
Email Address
[]
Next
Don't have an account? Register now

2 Bentley
Sign In
Email Address
edgier1@outlook.com
Password
[]
Sign In
Back
Change Password? | Forgot Your Password
Don't have an account? Register now

3 Bentley
Account Recovery
1 Request 2 Validate 3 Recover
Enter your email address to reset your password or unlock your account.
Email Address
edgier1@outlook.com
Send Request
Cancel

4 Bentley
Account Recovery
1 Request 2 Validate 3 Recover
Enter Security Code
[]
Enter the security code that was sent to your email address. If you don't receive the code within a few minutes, please click Cancel below and try again.
Validate
Cancel

5 Bentley
Reset Your Password
1 Request 2 Validate 3 Reset
New Password
[]
Confirm New Password
[]
Reset
Cancel

6 Bentley
Account Recovery
Your password has been reset. Please use your new password to sign on again.
Continue

7 Bentley
Sign In
Email Address
edgier1@outlook.com
Password
[]
Sign In
Back
Change Password? | Forgot Your Password
Don't have an account? Register now

8 no-reply@bentley.com
Sat 2/27/2021 10:28 PM
To: You
Bentley
Hello edgier1@outlook.com,
Your password has been reset. You can now sign in.
If you didn't make this request, please contact your administrator.
Best Regards,
Bentley Systems, Incorporated

Bentley IMS Account

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Troubleshooting Tips

- ◆ Each organization handles their IT environment and security differently. The user rights, browser settings, web access, email filtering and more can affect your experience.
- ◆ If you encounter issues regarding your Bentley IMS Account or CONNECT Center you may need to seek assistance from your organization's IT and/or Bentley.

Not receiving email with Validation code from no-reply@bentley.com:

If you do not receive the expected email from no-reply@bentley.com make sure that no-reply@bentley.com is added to the permitted senders list. Your organization's IT may need to assist if security or spam filters are preventing receipt of the email.

What browsers can I use with ProjectWise Web?

Google Chrome and Microsoft Edge (the new Chromium-based download) are the recommended browsers to use with ProjectWise Web, but you can use any of the following browsers (latest version is assumed):

Google Chrome, Microsoft Edge* (new Chromium-based download), Microsoft Edge (version delivered with Windows 10), Mozilla Firefox, Internet Explorer 11

Bentley Cloud Services Status

Go here to check the status of the CONNECTION Center.

<https://status.bentley.com/>

Bentley

Bentley Cloud Services Status

Base Services

Bentleycom	✓
CONNECTION Center	✓
Learn	✓



Department of
Transportation

NYSDOT ProjectWise Account

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New Account Requests

If you already have a NYSDOT ProjectWise account skip this section.

Current Web users already have a NYSDOT ProjectWise Account

1. Your NYSDOT contact needs to request your account. They must submit a NYS ITSM service request ticket, following the departments request process and ticket format. Provide your NYSDOT contact with the following information.

PROVIDE THIS INFORMATION

- **Your Name**
- **Company Name**
- **Bentley IMS/Company email**
- **Company Phone number**
- **PIN/Dnumber**

2. Once the account is created, the ProjectWise user account information will be delivered to the user in two parts.



The username will be transmitted to the user by the NYSDOT employee requesting the account.



The password will be transmitted directly to the user by NYSDOT.ProjectWiseAdmin@dot.ny.gov. ProjectWise passwords will be randomly generated, with a length of 14 characters. All passwords will include at least one uppercase, one lowercase, one numerical and one non-alphanumeric character

NYSDOT ProjectWise Accounts for External Users

Only department personnel can submit ProjectWise account/access requests for external users. This includes:

- ⇒ New accounts
- ⇒ **Account re-enables**
- ⇒ **Password resets**

Consultant/Contractors need to work with their NYSDOT contact, typically the NYSDOT EIC, NYSDOT PM or other NYSDOT contact for the project in order to facilitate these requests.

These types of services require the NYSDOT contact to submit a NYS ITSM service ticket using the department's request process.

Important Information about your ProjectWise Account and Access

- ◆ New ProjectWise accounts must begin to be used within a month of creation. Failure to do so will result in the account being disabled.
- ◆ For the purposes of this policy, usage is defined as performing document operations. Uploading and downloading documents are the typical operations performed. The acts of logging in and browsing do not count as usage.
- ◆ ProjectWise accounts are created for individuals, not organizations. No joint use accounts are allowed. Account sharing will result in the disabling of all an organization's accounts, until we are satisfied that sharing will cease.
- ◆ Any account that has been disabled for more than nine months, will be removed
- ◆ Web access to ProjectWise requires the user to have a Bentley IMS account. All external users must have a Bentley IMS account that is associated to their company. If an onsite external user has been provided with a departmental Bentley IMS account for software entitlement purposes, it can not be used for web access.

NYSDOT ProjectWise Account

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Disabled Accounts and Forgot Passwords


Requesting Account Re-enable / Password Reset

The process is the same for both account re-enable or password reset

1. Reach out to your NYSDOT contact and ask them to submit a NYS ITSM service ticket to have your account re-enabled. Provide the following information:

PROVIDE THIS INFORMATION

- **Your Name**
- **Company Name**
- **Bentley IMS/Company email**

2. You will be notified when the account has been re-enabled, and a new password will be generated and emailed directly to you from **NYSDOT.ProjectWiseAdmin@dot.ny.gov** 

4. User Action required - Re-Enable Access and Security Requirement



- **After an account has been re-enabled, the user has two weeks to begin using ProjectWise.** After two weeks, the account will be disabled. This does not reset the inactivity clock.
- For the purposes of this policy, usage is defined as performing document operations. Uploading and downloading documents are the typical operations performed. The acts of logging in and browsing do not count as usage.
- To keep an account active, at least one upload or download must be performed within ninety days to reset the inactivity clock.

Getting Help with NYSDOT ProjectWise Accounts

Only department personnel can submit ProjectWise account/access requests for external users. This includes:

- ⇒ New accounts
- ⇒ **Account re-enables**
- ⇒ **Password resets**

Consultant/Contractors need to work with their NYSDOT contact, typically the NYSDOT EIC, NYSDOT PM or other NYSDOT contact for the project in order to facilitate these requests.

These types of services require the NYSDOT contact to submit a NYS ITSM service ticket using the department's request process.

Why was my account disabled?

- New ProjectWise accounts must begin to be used within a month of creation. Failure to do so will result in the account being disabled.
- Once an account is active and has been used, the account will remain active until 90 days of continuous inactivity has been reached. After 90 days of inactivity, the account will be disabled.
- After an account has been re-enabled, the user has two weeks to begin using ProjectWise. After two weeks, the account will be disabled. This does not reset the inactivity clock
- Any account that has been disabled for more than nine months, will be removed. A new account must be

NYSDOT ProjectWise Access Policy

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NYSDOT has been using ProjectWise web access as a method to share data with other entities. To protect the integrity of this data, the following policies are in place:

ProjectWise external (non NYSDOT) user account Policy:

ProjectWise external user accounts may be requested for any entity, for the purpose of sharing project related data. It is the responsibility of the NYSDOT employee initiating request.

The following policy governs the creation and maintenance of external user accounts :

- ProjectWise accounts are created for individuals, not organizations. No joint user accounts are allowed. Account sharing will result in the disabling of all an organization's accounts, until we are satisfied that sharing will cease.
- Only department personnel can submit ProjectWise access requests for external users. This includes requests for account creation, account re-enabling, password resets and folder/file access. The requests must be submitted using the department's request process. Typically, the process would be started by the EIC, project manager, or owner of the folder(s) being accessed.
- ProjectWise user account information will be delivered to the user in two parts. The username will be transmitted to the user, by the NYSDOT employee requesting the account. The password will be transmitted directly to the user by NYSDOT.ProjectWiseAdmin@dot.ny.gov.
- ProjectWise passwords will be randomly generated, with a length of 14 characters. All passwords will include at least one uppercase, one lowercase, one numerical and one non-alphanumeric character.
- New ProjectWise accounts must begin to be used within a month of creation. Failure to do so will result in the account being disabled.
- Once an account is active and has been used, the account will remain active until 90 days of continuous inactivity has been reached. After 90 days of inactivity, the account will be disabled.
- Any account that has been disabled for more than nine months, will be removed.
- When an account has been re-enabled, the user has two weeks to begin using ProjectWise. After two weeks, the account will be disabled. This does not reset the inactivity clock.
- When an account has been re-enabled, a new password will be generated and emailed directly to the user by NYSDOT.ProjectWiseAdmin@dot.ny.gov.
- For the purposes of this policy, usage is defined as performing document operations. Uploading and downloading documents are the typical operations performed. The acts of logging in and browsing do not count as usage.
- External users are required to have a ProjectWise specific account. If the user has a NYSDOT Windows login, it shall not be added to any of the department's ProjectWise groups in active directory. These are the groups beginning with dot-PW. If an external user's account is found in one of these groups, it will be removed and blocked from ProjectWise.
- Web access to ProjectWise requires the user to have a Bentley IMS account. All external users must have a Bentley IMS account that is associated to their company. If an onsite external user has been provided with a departmental Bentley IMS account for software entitlement purposes, it can not be used for web access.

To keep an account active, the user must have uploaded or downloaded a document within a month of the account's creation. After that, at least one upload or download must be performed within 90 days to reset the inactivity clock.

ProjectWise Web Resource Links

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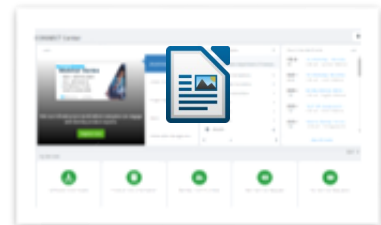
ProjectWise Web User Guide

Guidance on connecting to NYSDOT's ProjectWise System and utilizing the key features of ProjectWise Web.



CONNECT Center Overview

The CONNECT Center is intended to be each user's launch point into CONNECTED Projects and Services.



Navigating ProjectWise Web

This video provides an overview of how to navigate through ProjectWise Web. (2:57)



ProjectWise Web Help

Online help, feature descriptions and product FAQ.
Product Documentation

